IN THE CLAIMS

The following list, if entered, replaces all prior versions of the claims.

1-22.   (Cancelled)

23.   **(Currently Amended)** A method comprising:
receiving an incoming customer support request at a channel driver, wherein

said channel driver is in communication with a communication[[s]] channel,

a media type of said communication[[s]] channel is one of a plurality of media

types, and

said channel driver is configured to communicate with said communication[[s]]

channel using said media type;

in response to said receiving said incoming customer support request, forming a message,

wherein

said forming comprises

inserting customer relations management system information into said

message, and

configuring said message to be communicated to a communication server

by encoding at least a portion of said message in a standard format,

wherein

said standard format is independent of said media type of said

communication channel,

said standard format conforms to a data format specification,

said communication server and said channel driver are configured

to recognize said standard format, and

said data format specification defines a plurality of interactions

between said communication server and said channel

driver;

communicating said message between said communication server and said channel

driver, wherein

said message is configured to transport said customer relations management

system information between said communication server and said channel

driver, and

said communicating is performed according to said data format specification;

receiving said message at said communication server, wherein

said communication server receives said message from said channel driver,

said receiving is performed in a media-independent manner by virtue of said

communication server and said channel driver being configured to

communicate according to said data format specification, and

said communication server and said channel driver being configured to

communicate according to said data format specification allows said

communication server and said channel driver to be configured separately;

and

causing said communication server to route said incoming customer support request to an

agent, wherein

said communication server is configured to route said incoming customer support

request to said agent by virtue of being configured to route said customer

relations management system information to a browser coupled to said

agent,

said causing routes said incoming customer support request to said agent as a

work item,

said causing comprises pushing said customer relations management system

information from said communication server in response to said receiving

said message,

said customer relations management system information comprises at least one of

agent information and work item information,

said agent information comprises information regarding a skill set of an agent,

and

said work item information comprises information regarding a task to be

performed by said agent.

24.   (Previously Presented) The method of claim 23, further comprising:

inserting a notification into said message, wherein

said notification comprises at least one of notification of an event and

autonomously provided information.

25.   (Original) The method of claim 24, wherein

said customer relations management system information further comprises at least one of

queuing information, statistical information, connection information and rule

information.

26.   (Previously Presented) The method of claim 23, further comprising:

communicating said message from said communication server to a universal queuing

system.

27.   **(Currently Amended)** The method of claim 23, further comprising:

forming a command[[,]]; and

inserting said command into said message, wherein said command is defined such that a

module receiving said message performs an operation.

28.   **(Currently Amended)** The method of claim 23, further comprising:

forming a request[[,]]; and

inserting said request into said message, wherein said request is configured to cause a

module receiving said message to reply with requested customer relations

management system information.

29.   **(Currently Amended)** The method of claim 23, further comprising:

forming a notification[[,]]; and

inserting said notification into said message, wherein said notification is formed by a

module forming said message.

Application No.: 09/823,678

30. (Previously Presented) The method of claim 23, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

statistics-related function and an administrative function.

31. (Original) The method of claim 30, wherein

said agent-related function is initiated by one of an AgentLogin command, an

AgentLogout command, an AgentInitAuBWork command, an

AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a

ChangeAgentSkill command, a RequestAgentState request, a

RequestAgentMediaMode request, a RequestSystemState request, a

RequestAgentWorkableList request, a RequestWorkItemAssignment request, a

RequestAgentWorkItemList request and a RequestAgentMediaState request.

32. (Original) The method of claim 30, wherein

said work item-related function is initiated by one of an AddWorkItem command, a

RequestWorkItemStatus request, an AcceptWorkItem command, a

RejectWorkItem command, a CompleteWorkItem command, a

WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an

HoldWorkItem command, an UnHoldWorkItem command, a

BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent

command and a TransferWorkItemToRoute command.

33. (Original) The method of claim 30, wherein

said statistics-related function is initiated by one of a SetChannelStatInterval command, a

SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat

command and a GetSystemStatistics request.

34.   (Original) The method of claim 30, wherein

said administrative function is initiated by one of a UQOpenConnection command, a

UQReopenConnection command, a UQInitRules command, a UQReplaceRules

command and a UQDisconnect command.

35-36. (Cancelled)

37.   **(Currently Amended)** A computer system comprising:

a processor;

computer readable storage medium coupled to said processor; and

computer code, encoded in said computer readable storage medium, configured to cause

said processor to:

receive an incoming customer support request at a channel driver, wherein

said channel driver is in communication with a communication[[s]]

channel,

a media type of said communication[[s]] channel is one of a plurality of

media types, and

said channel driver is configured to communicate with said

communication[[s]] channel using said media type;

form a message, in response to said receiving said incoming customer support

request, wherein

said forming comprises

inserting customer relations management system information into

said message, and

configuring said message to be communicated to a communication

server by encoding at least a portion of said message in a

standard format, wherein

said standard format is independent of said media type of

said communication channel,

said standard format conforms to a data format

specification,

Application No.: 09/823,678

said communication server and said channel driver are

configured to recognize said standard format, and

said data format specification defines a plurality of

interactions between said communication server and

said channel driver;

communicate said message between said communication server and said channel

driver, wherein

said message is configured to transport said customer relations

management system information between said communication

server and said channel driver, and

said communicating is performed according to said data format

specification;

receive said message at said communication server, wherein

said communication server receives said message from said channel

driver,

said receiving is performed in a media-independent manner by virtue of

said communication server and said channel driver being

configured to communicate according to said data format

specification, **and**

said communication server and said channel driver being configured to

communicate according to said data format specification allows

said communication server and said channel driver to be

configured separately; and

cause said communication server to route said incoming customer support request

to an agent, wherein

said communication server is configured to route said incoming customer

support request to said agent by virtue of being configured to route

said customer relations management system information to a

browser coupled to said agent,

said causing routes said incoming customer support request to said agent

as a work item,

said causing comprises pushing said customer relations management

system information from said communication server in response to

said receiving said message,

said customer relations management system information comprises at least

one of agent information and work item information,

said agent information comprises information regarding a skill set of an

agent, and

said work item information comprises information regarding a task to be

performed by said agent.

38.   (Previously Presented) The computer system of claim 37, wherein said computer
code is further configured to cause said processor to:

insert a notification into said message, wherein

said notification comprises at least one of notification of an event and

autonomously provided information.

39.   (Previously Presented) The computer system of claim 38, wherein
said customer relations management system information further comprises at least one of

queuing information, statistical information, connection information and rule

information.

40.   (Previously Presented) The computer system of claim 37, wherein said computer
code is further configured to cause said processor to:

communicate said message from said communication server to a universal queuing

system.

41.   **(Currently Amended)** The computer system of claim 37, wherein said computer
code is further configured to cause said processor to:

form a command[[,]]; and

insert said command into said message, wherein said command is defined such that a

module receiving said message performs an operation.

42. **(Currently Amended)** The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form a request[[,]]; and

insert said request into said message, wherein said request is configured to cause a

module receiving said message to reply with requested customer relations

management system information.

43. **(Currently Amended)** The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form a notification[[,]]; and

insert said notification into said message, wherein said notification is formed by a module

forming said message.

44. **(Previously Presented)** The computer system of claim 37, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

statistics-related function and an administrative function.

45. **(Cancelled)**

46. **(Currently Amended)** A computer program product comprising:

a first set of instructions, executable on a computer system, configured to receive an

incoming customer support request at a channel driver, wherein

said channel driver is in communication with a communication[[s]] channel,

a media type of said communication[[s]] channel is one of a plurality of media

types, and

said channel driver is configured to communicate with said communication[[s]]

channel using said media type;

a second set of instructions, executable on a computer system, configured to form a

message, in response to said receiving said incoming customer support request,

wherein

said second set of instructions comprises

a first subset of instructions, executable on a computer system, configured to insert customer relations management system information into said message, and

a second subset of instructions, executable on a computer system, configured to configure said message to be communicated to a communication server, wherein said second subset of instructions comprises

a first sub-subset of instructions, executable on a computer system, configured to encode at least a portion of said message in a standard format, wherein

said standard format is independent of said media type of said communication channel,

said standard format conforms to a data format specification,

said communication server and said channel driver are configured to recognize said standard format, and

said data format specification defines a plurality of interactions between said communication server and said channel driver;

a third set of instructions, executable on a computer system, configured to communicate said message between said communication server and said channel driver, wherein

said message is configured to transport said customer relations management system information between said communication server and said channel driver, and

said communicating is performed according to said data format specification;

a fourth set of instructions, executable on a computer system, configured to receive said message at said communication server, wherein

said communication server receives said message from said channel driver,

said receiving is performed in a media-independent manner by virtue of said communication server and said channel driver being

configured to communicate according to said data format specification, and

said communication server and said channel driver being configured to communicate according to said data format specification allows said communication server and said channel driver to be configured separately; [[and]]

a fifth set of instructions, executable on a computer system, configured to cause said communication server to route said incoming customer support request to an agent, wherein

said communication server is configured to route said incoming customer support request to said agent by virtue of being configured to route said customer relations management system information to a browser coupled to said agent,

said causing routes said incoming customer support request to said agent as a work item,

said causing comprises pushing said customer relations management system information from said communication server in response to said receiving said message,

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding a skill set of an agent, and

said work item information comprises information regarding a task to be performed by said agent; and

computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

47.   (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to insert a notification into said message, wherein

said notification comprises at least one of notification of an event and

autonomously provided information.

48.   (Previously Presented) The computer program product of claim 47, wherein

said customer relations management system information further comprises at least one of

queuing information, statistical information, connection information and rule

information.

49.   (Previously Presented) The computer program product of claim 46, wherein said

computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to communicate

said message from said communication server to a universal queuing system.

50.   (Currently Amended) The computer program product of claim 46, wherein said

computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to form a

command[[,]]; and

a seventh set of instructions, executable on a computer system, configured to insert said

command into said message, wherein said command is defined such that a module

receiving said message performs an operation.

51.   (Currently Amended) The computer program product of claim 46, wherein said

computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to form a

request[[,]]; and

a seventh set of instructions, executable on a computer system, configured to insert said

request ~~said command~~ into said message, wherein said request is configured to

cause a module receiving said message to reply with requested customer relations

management system information.

52.   **(Currently Amended)** The computer program product of claim 46, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to form a

notification[[,]]; **and**

a seventh set of instructions, executable on a computer system, configured to insert said

notification into said message, wherein said notification is formed by a module

forming said message.

53.   **(Previously Presented)** The computer program product of claim 46, wherein said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

statistics-related function and an administrative function.

54.   **(Cancelled)**

55.   **(Currently Amended)** An apparatus comprising:

a processor;

means for receiving an incoming customer support request at a channel driver, wherein

said channel driver is in communication with a communication[[s]] channel,

a media type of said communication[[s]] channel is one of a plurality of media

types, and

said channel driver is configured to communicate with said communication[[s]]

channel using said media type;

means for forming a message, in response to said receiving said incoming customer

support request, wherein

said means for forming said message is communicatively coupled to said

processor,

said means for forming comprises

means for inserting customer relations management system information

into said message, and

means for configuring said message to be communicated to a

communication server, wherein

said means for configuring comprises a means for encoding at least
a portion of said message in a standard format,

said standard format is independent of said media type of said
communication channel,

said standard format conforms to a data format specification,

said communication server and said channel driver are configured
to recognize said standard format, and

said data format specification defines a plurality of interactions
between said communication server and said channel
driver;

means for communicating said message between said communication server and said
channel driver, wherein

said message is configured to transport said customer relations management
system information between said communication server and said channel
driver, and

said communicating is performed according to said data format specification;

means for receiving said message at said communication server, wherein

said communication server receives said message from said channel driver,

said receiving is performed in a media-independent manner by virtue of said
communication server and said channel driver being configured to
communicate according to said data format specification, and

said communication server and said channel driver being configured to
communicate according to said data format specification allows said
communication server and said channel driver to be configured separately;
and

means for causing said communication server to route said incoming customer support
request to an agent, wherein

said means for causing routes said incoming customer support request to said
agent by virtue of being configured to route said customer relations
management system information to a browser coupled to said agent,

said means for causing routes said incoming customer support request to said
agent as a work item,

- 14 -

said means for causing comprises means for pushing said customer relations
management system information from said communication server in
response to receipt of said message,

said customer relations management system information comprises at least one of
agent information and work item information,

said agent information comprises information regarding a skill set of an agent,
and

said work item information comprises information regarding a task to be
performed by said agent.

56. (Previously Presented) The apparatus of claim 55, further comprising:
means for inserting a notification into said message, wherein
said notification comprises at least one of notification of an event and
autonomously provided information.

57. (Previously Presented) The apparatus of claim 56, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.

58. (Previously Presented) The apparatus of claim 55, further comprising:
means for communicating said message from said communication server to a universal
queuing system.

59. (Currently Amended) The apparatus of claim 55, further comprising:
means for forming a command[[,]]; and
means for inserting said command into said message, wherein said command is defined
such that a module receiving said message performs an operation.

60. (Currently Amended) The apparatus of claim 55, further comprising:

means for forming a request[[,]]; and

means for inserting said request into said message, wherein said request is configured to
cause a module receiving said message to reply with requested customer relations
management system information.

61. (Currently Amended) The apparatus of claim 55, further comprising:

means for forming a notification[[,]]; and

means for inserting said notification into said message, wherein said notification is
formed by a module forming said message.

62. (Previously Presented) The apparatus of claim 55, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.

63-64. (Cancelled)

65. (Currently Amended) A method comprising:

receiving a communication from an agent at a communication server, wherein

said communication from said agent is received in response to a customer support
request,

said communication server is configured to communicate with a channel driver,

said channel driver is in communication with a communication[[s]] channel,

a media type of said communication[[s]] channel is one of a plurality of media
types, and

said channel driver is configured to communicate with said communication[[s]]
channel using said media type;

in response to receiving said communication from said agent,

forming a message, wherein

said forming comprises

inserting customer relations management system information into said
message, wherein

said customer relations management system information comprises
at least one of agent information and work item
information,

said agent information comprises information regarding a skill set
of an agent, and

said work item information comprises information regarding a task
to be performed by said agent, and

configuring said message to be communicated to said channel driver by
encoding at least a portion of said message in a standard format,
wherein

said standard format conforms to a data format specification,

said communication server and said channel driver are configured
to recognize said standard format, and

said data format specification defines a plurality of interactions
between said communication server and said channel
driver;

communicating said message between said communication server and said channel
driver, wherein

said message is configured to transport said customer relations management
system information between said communication server and said channel
driver, and

said communicating is performed according to said data format specification;

receiving said message at said channel driver, wherein

said channel driver receives said message from said communication server,

said receiving is performed in a media-independent manner by virtue of said
communication server and said channel driver being configured to
communicate according to said data format specification, and

said communication server and said channel driver being configured to
communicate according to said data format specification allows said

communication server and said channel driver to be configured separately;
and

causing said channel driver to route said communication from said agent to said

communication[[s]] channel, wherein

said channel driver is configured to route said communication to said

communication[[s]] channel by virtue of being configured to route said

customer relations management system information to said

communication[[s]] channel, and

said causing comprises communicating said customer relations management

system information from said channel driver, in response to said receiving

said message.

66. (Previously Presented) The method of claim 65, further comprising:
inserting a notification into said message, wherein

said notification comprises at least one of notification of an event and

autonomously provided information.

67. (Previously Presented) The method of claim 66, wherein
said customer relations management system information further comprises at least one of

queuing information, statistical information, connection information and rule

information.

68. (Cancelled)

69. (Previously Presented) The method of claim 65, further comprising:
performing an operation in response to receiving a command.

70. (Previously Presented) The method of claim 65, further comprising:
replying with requested customer relations management system information in response

to receiving said message.

71.   (Previously Presented) The method of claim 65, further comprising:

inserting a notification into said message, wherein said notification is generated by a

    module forming said message.

72.   (Previously Presented) The method of claim 65, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

    statistics-related function and an administrative function.

73.   **(Currently Amended)** A computer system comprising:

a processor;

computer readable storage medium coupled to said processor; and

computer code, encoded in said computer readable storage medium, configured to cause

    said processor to:

    receive a communication from an agent at a communication server, wherein

        said communication from said agent is received in response to a customer

            support request,

        said communication server is configured to communicate with a channel

            driver,

        said channel driver is in communication with a communication[[s]]

            channel,

        a media type of said communication[[s]] channel is one of a plurality of

            media types, and

        said channel driver is configured to communicate with said

            communication[[s]] channel using said media type;

    form a message, in response to receiving said communication from said agent,

        wherein

        said forming comprises

            inserting customer relations management system information into

                said message, wherein

said customer relations management system information

comprises at least one of agent information and

work item information,

said agent information comprises information regarding a

skill set of an agent, and

said work item information comprises information

regarding a task to be performed by said agent, and

configuring said message to be communicated to said channel

driver by encoding at least a portion of said message in a

standard format, wherein

said standard format conforms to a data format

specification,

said communication server and said channel driver are

configured to recognize said standard format, and

said data format specification defines a plurality of

interactions between said communication server and

said channel driver;

communicate said message between said communication server and said channel

driver, wherein

said message is configured to transport said customer relations

management system information between said communication

server and said channel driver, and

said communicating is performed according to said data format

specification;

receive said message at said channel driver, wherein

said channel driver receives said message from said communication

driver,

said receiving is performed in a media-independent manner by virtue of

said communication server and said channel driver being

configured to communicate according to said data format

specification, and

said communication server and said channel driver being configured to

communicate according to said data format specification allows

said communication server and said channel driver to be

configured separately; and

cause said channel driver to route said communication from said agent to said

communication[[s]] channel, wherein

said channel driver is configured to route said communication to said

communication[[s]] channel by virtue of being configured to route

said customer relations management system information to said

communication[[s]] channel, and

said causing comprises communicating said customer relations

management system information from said channel driver, in

response to said receiving said message.

74.   (Previously Presented) The computer system of claim 73, wherein said computer
code is further configured to cause said processor to:

insert a notification into said message, wherein

said notification comprises at least one of notification of an event and

autonomously provided information.

75.   (Previously Presented) The computer system of claim 74, wherein
said customer relations management system information further comprises at least one of

queuing information, statistical information, connection information and rule

information.

76.   (Cancelled)

77.   (Previously Presented) The computer system of claim 73, wherein said computer
code is further configured to cause said processor to:

perform an operation in response to receiving a command.

78.   (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:

> reply with requested customer relations management system information in response to receiving said message.

79.   (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:

> insert a notification into said message, wherein said notification is generated by a module forming said message.

80.   (Previously Presented) The computer system of claim 73, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

81.   **(Currently Amended)** A computer program product comprising:

a first set of instructions, executable on a computer system, configured to receive a
> communication from an agent at a communication server, wherein
> > said communication from said agent is received in response to a customer support
> > > request,
> > said communication server is configured to communicate with a channel driver,
> > said channel driver is in communication with a communication[[s]] channel,
> > a media type of said communication[[s]] channel is one of a plurality of media
> > > types, and
> > said channel driver is configured to communicate with said communication[[s]]
> > > channel using said media type;

a second set of instructions, executable on a computer system, configured to form a
> message, in response to receiving said communication from said agent, wherein
> said forming comprises
> > inserting customer relations management system information into said
> > > message, wherein

said customer relations management system information comprises

at least one of agent information and work item

information,

said agent information comprises information regarding a skill set

of an agent, and

said work item information comprises information regarding a task

to be performed by said agent, and

configuring said message to be communicated to said channel driver by

encoding at least a portion of said message in a standard format,

wherein

said standard format conforms to a data format specification,

said communication server and said channel driver are configured

to recognize said standard format, and

said data format specification defines a plurality of interactions

between said communication server and said channel

driver;

a third set of instructions, executable on a computer system, configured to communicate

said message between said communication server and said channel driver,

wherein

said message is configured to transport said customer relations management

system information between said communication server and said channel

driver, and

said communicating is performed according to said data format specification;

a fourth set of instructions, executable on a computer system, configured to receive said

message at said channel driver, wherein

said channel driver receives said message from said communication server,

said receiving is performed in a media-independent manner by virtue of said

communication server and said channel driver being configured to

communicate according to said data format specification, and

said communication server and said channel driver being configured to

communicate according to said data format specification allows said

communication server and said channel driver to be configured separately;

a fifth set of instructions, executable on a computer system, configured to cause said

channel driver to route said communication from said agent to said

communication[[s]] channel, wherein

said channel driver is configured to route said communication to said

communication[[s]] channel by virtue of being configured to route said

customer relations management system information to said

communication[[s]] channel, and

said causing comprises communicating said customer relations management

system information from said channel driver, in response to said receiving

said message; and

computer readable storage media, wherein said computer program product is encoded in

said computer readable storage media.

82.   (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to insert a

notification into said message, wherein

said notification comprises at least one of notification of an event and

autonomously provided information.

83.   (Previously Presented) The computer program product of claim 81, wherein

said customer relations management system information further comprises at least one of

queuing information, statistical information, connection information and rule

information.

84.   (Cancelled)

85.   (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to perform an

operation in response to receiving a command.

86. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to reply with requested customer relations management system information in response to receiving said message.

87. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to insert a notification into said message, wherein said notification is generated by a module forming said message.

88. (Previously Presented) The computer program product of claim 81, wherein said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

89. **(Currently Amended)** An apparatus comprising:

a processor; and

means for receiving a communication from an agent at a communication server, wherein

said communication from said agent is received in response to a customer support request,

said communication server is configured to communicate with a channel driver,

said channel driver is in communication with a communication[[s]] channel,

a media type of said communication[[s]] channel is one of a plurality of media types, and

said channel driver is configured to communicate with said communication[[s]] channel using said media type;

means for forming a message, in response to receiving said communication from said agent, wherein

said means for forming is communicatively coupled to said processor,

said means for forming comprises

means for inserting customer relations management system information

into said message, wherein

said customer relations management system information comprises

at least one of agent information and work item

information,

said agent information comprises information regarding a skill set

of an agent, and

said work item information comprises information regarding a task

to be performed by said agent, and

means for configuring said message to be communicated to said channel

driver by encoding at least a portion of said message in a standard

format, wherein

said standard format conforms to a data format specification,

said communication server and said channel driver are configured

to recognize said standard format, and

said data format specification defines a plurality of interactions

between said communication server and said channel

driver;

means for communicating said message between said communication server and said

channel driver, wherein

said message is configured to transport said customer relations management

system information between said communication server and said channel

driver, and

said communicating is performed according to said data format specification;

means for receiving said message at said channel driver, wherein

said channel driver receives said message from said communication server,

said receiving is performed in a media-independent manner by virtue of said

communication server and said channel driver being configured to

communicate according to said data format specification, and

said communication server and said channel driver being configured to

communicate according to said data format specification allows said

communication server and said channel driver to be configured separately,

means for causing said channel driver to route said communication from said agent to

said communication[[s]] channel, wherein

said channel driver is configured to route said communication to said

communication[[s]] channel by virtue of being configured to route said

customer relations management system information to said

communication[[s]] channel, and

said causing comprises communicating said customer relations management

system information from said channel driver, in response to said receiving

said message.

90.   (Previously Presented) The apparatus of claim 89, further comprising:

means for inserting a notification into said message, wherein

said notification comprises at least one of notification of an event and

autonomously provided information.

91.   (Previously Presented) The apparatus of claim 90, wherein

said customer relations management system information further comprises at least one of

queuing information, statistical information, connection information and rule

information.

92.   (Cancelled)

93.   (Previously Presented) The apparatus of claim 89, further comprising:

means for performing an operation in response to receiving a command.

94.   (Previously Presented) The apparatus of claim 89, further comprising:

means for replying with requested customer relations management system information in

response to receiving said message.

95.   (Previously Presented) The apparatus of claim 89, further comprising:

means for inserting a notification into said message, wherein said notification is

generated by a module forming said message.

96.   (Previously Presented) The apparatus of claim 89, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

statistics-related function and an administrative function.

97-98. (Cancelled)

99. (Cancelled)

100.   (Previously Presented) The method of claim 23, wherein forming said message

further comprises:

packaging and un-packaging said customer relations management system information

using a data transfer protocol.

101.   (Previously Presented) The computer system of claim 37, wherein said computer

code is further configured to cause said processor to:

package and un-package said customer relations management system information using a

data transfer protocol.

102.   (Currently Amended) The computer program product of claim 46, wherein said

said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to package and

un-package said customer relations management system information using a data

transfer protocol.

103.   (Previously Presented) The apparatus of claim 55, further comprises:

means for packaging and un-packaging said customer relations management system

information using a data transfer protocol.

Application No.: 09/823,678

104. **(Currently Amended)** The method of claim 23, wherein

an interface between said communication server and a plurality of channel drivers is

configured to provide communications between said communication server and

said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a plurality of

communication[[s]] channels,

said communication[[s]] channels comprise said communication[[s]] channel, and

a media type of each communication[[s]] channel is one of said media types.

105. **(Currently Amended)** The computer system of claim 37, wherein

an interface between said communication server and a plurality of channel drivers is

configured to provide communications between said communication server and

said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a plurality of

communication[[s]] channels,

said communication[[s]] channels comprise said communication[[s]] channel, and

a media type of each communication[[s]] channel is one of said media types.

106. **(Currently Amended)** The computer program product of claim 46, wherein

an interface between said communication server and a plurality of channel drivers is

configured to provide communications between said communication server and

said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a plurality of

communication[[s]] channels,

said communication[[s]] channels comprise said communication[[s]] channel, and

a media type of each communication[[s]] channel is one of said media types.

107. **(Currently Amended)** The apparatus of claim 55, wherein

an interface between said communication server and a plurality of channel drivers is

configured to provide communications between said communication server and

said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a plurality of

communication[[s]] channels,

said communication[[s]] channels comprise said communication[[s]] channel, and

a media type of each communication[[s]] channel is one of said media types.